

CSHCS Alert #23-2012 - MDCH CSHCS Assistance for LHDs
Sat 10/20/2012

Colleagues,

As you know, the transition of CSHCS/Medicaid duals from fee-for-service to managed care began on October 1st. And on October 1st, over 600 CSHCS members were enrolled in a Medicaid Health Plan (MHP), with all 12 participating MHPs having CSHCS beneficiaries. Several hundred additional CSHCS members have chosen an MHP since October 1st and will have an enrollment date of November 1st.

We understand that questions may arise as we continue to work through this transition together. We encourage you to continue to develop and strengthen the relationships with MHPs in your jurisdiction, in support of efforts to work collaboratively to best serve CSHCS clients, and to discuss with the MHPs any questions or concerns with regard to care management. There have already been a few examples brought to my attention where the LHD identified a care management/care coordination opportunity, and then worked collaboratively with the MHP to address a health concern on behalf of an MHP member. These early examples have already demonstrated the benefits of LHD/MHP collaboration for CSHCS clients. We also recognize that LHDs may have questions for which you are not sure how to address, and for which you may be interested in clarification or guidance. MDCH CSHCS is available to assist with your questions.

When questions arise, we request that you write your question or concern and send it to your CSHCS Analyst in an e-mail (do not include PHI). Having it in writing will help to assure that your message remains clear as the MDCH CSHCS team reviews and responds to these questions and concerns. Having your questions in writing will also allow us to identify when similar questions or concerns exist for multiple health departments and therefore inform us that a communication to all local health departments to clarify an issue would be beneficial. It will also be beneficial to MDCH CSHCS to learn of any recurring challenges that you are addressing and resolving with MHPs, as this will also help us understand the nature of the issues being addressed locally and how they are being resolved. Please also send this information to your CSHCS Analyst.

In addition, I would like to extend a special thank you to each of you as we work through this transition period and assure that children with special needs and their families continue to receive the support and assistance they have become accustomed to from the CSHCS program. I am quite impressed with the commitment to serve demonstrated from local health department CSHCS staff (and the MDCH CSHCS team as well), and with the impact that you have each day with families in need of support and assistance. I continue to receive positive feedback from Medicaid Health Plans on the valuable work done by local health departments and the opportunities to collaborate in order to achieve improved outcomes for children and families. Kudos to all.

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